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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I picked Sonic because I was getting terrible service from my earlier provider (one of the top providers). They were not only *not* able to fix problems with my DSL service at that time, after their technician visited my place more than once, they even tried to charge me for the service call! And they were very very unresponsive. I had to call them multiple times, wait until someone answered, explain the situation to multiple people, and then they would schedule a call days later.

Once I switched to Sonic, they were very quick to respond, they were knowledgeable and they got things done fast. I have used them since 2000 and for almost 18 years now they have provided consistently great service, not only solved any problems I ran into, they even helped fix problems that company owning the copper lines should have fixed.

Without competitive access to copper lines that Sonic was able to use, I would have had very bad service and would have impacted my work at the time (2000) significantly as I was working remotely.

My phone service is also through Sonic, which reduced my cost quite a bit.

There is a similar issue now where I am stuck with under 20Mbps service as such competitive access is not provided as present for fiber and even though there is fiber laid out on my street, I can't have higher speed access.

In summary, competitive broadband access is absolutely essential for most people. Without it we are forced to pay a lot more, deal with much poorer quality service, and the big ISPs play games with bandwidth (throttle it for what are normal uses these days).

Thank you!

Bakul Shah